

APPENDIX D

WRITTEN ESTIMATE

As closely as possible, written estimates inform the customer of the costs associated with a repair. A sample written estimate for a repair is provided on the next page. It outlines required information that must be provided to each customer before doing the work. Written estimates must disclose the following:

- (a) A list of the parts to be provided with their prices;
- (b) A disclosure whether the parts are new, used, rebuilt or reconditioned;
- (c) An estimated price for labor and estimated labor time;
- (d) The facility's registration number.

[illegible]

Tom's Speedy Service
321 Main Street
Anytown, Michigan 48910
616-739-8088

Date	2-5-98
Time Received	8:00
Promised	5:00
Business Telephone	373-9060
Residence telephone	
Phone when ready	
Customer Order No.	
Estimator/Writer	Joe
Retain Parts	

Name	John Doe			Promised	5.00	A.M. (P.M.)
Address	104 Main Street			Apt. No.	Business Telephone 373-9060	
City	Anytown, Michigan 48910			Residence Telephone		
Name of Additional Person Who May Authorize Repair Work				Phone	Phone when ready <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Year-Make-Model 95 Chevy Monte Carlo	Engine Type <input type="checkbox"/> 4 Cyl. <input checked="" type="checkbox"/> 6 Cyl. <input type="checkbox"/> 8 Cyl. <input type="checkbox"/> Rot.	License No. 123 CDP	Customer Order No.			
Vehicle I.D. No. ZG1WW1ZM6S9332427	Quotient 55.495	Deposit \$ No	Estimator/Writer Joe			
Daily Storage \$ No	Diagnostic Charge \$ No		Retain Parts <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
Rate: <input type="checkbox"/> Flat <input checked="" type="checkbox"/> Hrlly. <input type="checkbox"/> Both	<input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit Card <input type="checkbox"/> Charge					

SPECIAL REPAIRS

REPAIR ORDER • LABOR INSTRUCTIONS

Ser.	Tech.	Pts.	U.S.	Amount	Amount
1	<i>Front Brake Job</i>	1.0	50.00		
	(D)		(G)		
		Estimated Cost of Repair Work			
I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE					

ALL PARTS ARE NEW UNLESS OTHERWISE STATED

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

Estimate Increased Total: \$ _____ Authorized by: _____

Repairs _____ Mechanic's Name & Michigan Certification Number _____

Performed 1. _____ 3. _____

By 2. _____ 4. _____

-CERTIFICATION-

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300)
Company

Authorized Representative

(Full Signature Required)

MICHIGAN REPAIR FACILITY
REGISTRATION NUMBER

F100000

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE
ALONG WITH NECESSARY MATERIALS. YOU AND YOUR
EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF
TESTING, INSPECTION OR DELIVERY AT MY RISK.
I HAVE READ AND UNDERSTAND THE ABOVE TERMS.

AUTHORIZED BY

John Doe

GM GASOLINE

QTS. OR.

LBS. CREASE

TOTAL GAS - OIL - GREASE

Estimated Cost of
Repair Work

Total Labor	50	00
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Total Parts	240	34
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Environ. Charges		
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Special Repairs
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Gas. Oil. Grease	-----	-----
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Tires, Tubes	-----	-----
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Total	290	34
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Tax	14 42
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Less Deposit
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TOTAL AMOUNT	304	76
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